

KENTUCKY BENEFITS COUNSELING PROGRAM FOR OLDER KENTUCKIANS

VOLUNTEER BENEFITS COUNSELOR'S POSITION

Job Description: Assesses a client's circumstances and needs, counsels on the available options for support or resolution, and enables client to make decisions based on the shared information.

Purpose of Position: To provide information, assistance, individual counseling and referral services to older persons.

Responsible To: Coordinator for Counseling Program.

Responsibilities:

- Satisfactory completion of training conducted under the auspices of the Counseling Program
- Conducts client intake interview and completes appropriate forms
- Assists with claims filing, including Medicare and other health insurance, but will not determine eligibility for benefits.
- Provides claims advocacy as required.
- Provides individual counseling services (without conflict of interest and-in compliance with Counseling Program requirements, but shall not provide advice or advocacy which falls under the purview of an attorney)
- Assesses client's need for information and/or assistance
- Provides referrals to appropriate resources
- Provides follow-up on referrals as required
- Files reports to agency on volunteer activities
- Handles client information in strictest confidence
- Satisfactorily completes continuation training as required by the Counseling Program

Desired Qualifications:

- High School graduate or GED equivalent
- Ability to get along with others
- Ability to analyze and solve problems
- Sensitive and caring attitude
- Willingness to learn about and an ability to retain information relevant to health insurance provisions and claims filing procedures
- Good written and oral communication skills

Time Commitment:

- A minimum of eight volunteer hours a month